



NEWS RELEASE

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California Bureau of Automotive Repair Revokes Registration of Costa Mesa Body Shop After Investigation Into Fraud Complaints

COSTA MESA – The California Department of Consumer Affairs' Bureau of Automotive Repair (BAR) has revoked the automotive repair dealer registration of California Collision Center, 3029 Enterprise Street, after an investigation found multiple violations of California law governing the auto repair industry.

The Accusation filed against California Collision Center alleged 27 violations, including multiple instances of fraud, gross negligence, making false or misleading statements, and departing from accepted trade standards. The violations included failure to perform more than \$30,000 worth of promised vehicle repairs. Customers waited months, in one case two years, before getting back their vehicles, incompletely or improperly repaired.

California Collision Center was served with an Accusation that clearly identified the alleged violations and also provided the opportunity for a full hearing on the matter before an Administrative Law Judge. California Collision Center did not respond to the Accusation and, as provided by law, a "default decision" revoking its repair dealer registration became effective May 27. Without the registration, California Collision Center cannot operate in California.

Complaints about the business prompted BAR to investigate and conduct detailed inspections of six customer vehicles, which determined California Collision Center had invoiced and received payment from consumers and insurance companies for collision repairs the shop did not perform and for parts it did not install.

The Bureau of Automotive Repair has more than 63,000 licensees, including auto repair shops, Smog Check stations and technicians. It handles more than 20,000 consumer complaints annually. Last fiscal year, BAR helped to get \$4.9 million in refunds, rework and adjustments for consumers.

For additional information on auto repair, the Smog Check program and other resources for consumers and auto repair businesses, visit BAR's Web site, www.autorepair.ca.gov.

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